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**Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS*****Desired Community Condition(s)***

**Products, services, and materials are obtained efficiently, fairly, and in a timely manner.**

**Program Strategy: PURCHASING**

25509

Central Purchasing and Purchasing Related Services

**Department: FINANCE AND ADMINISTRATIVE SERVICES*****Service Activities***

Central Purchasing

Office Services - Copy &amp; Mail

***Strategy Purpose and Description***

Provide central purchasing services as determined by Public Purchases Ordinance and good business practices to all City Departments, Administration, City Council and public as required.

Service activities include: Acquisition of goods and services; Vendor registrations; Professional/ Technical and other written agreement assistance and counsel; Training; Contract compliance monitoring.

***Changes and Key Initiatives***

Contract compliance and monitoring monthly.

Advance notification of contract expiration to users.

Master schedule for monitoring and implementation of RFB/RFP notifications.

Empower Purchasing division staff with on going training, workshops, weekly staff meeting, and professional association meetings to empower them with information and improve information processing capacity.

***Input Measure (\$000's)***

2001	110	110 GENERAL FUND	3,987
2002	110	110 GENERAL FUND	1,160
2003	110	110 GENERAL FUND	945
2004	110	110 GENERAL FUND	951
2005	110	110 GENERAL FUND	1,024
2006	110	110 GENERAL FUND	1,098

<b><i>Strategy Outcome</i></b>	<b><i>Measure</i></b>	<b><i>Year</i></b>	<b><i>Project</i></b>	<b><i>Mid Year</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
<b>Reduce number of purchasing transactions through optional use of Purchasing Cards</b>	<i>total transactions</i>	2001	35,000		35,000	
		2002	40,000			
		2003	40,000			

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Contract Compliance Monitoring and Department Visits/ Improve Purchasing services and relations to internal customers	# of contracts monitored together with department visits	2001			15	
		2002	24			
		2003	24			

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Provide training in purchasing systems; Informed departments reduces violations of purchasing policies	Training sessions provided	2001			15	
		2002	20			
Provide training in purchasing systems; Informed departments reduces violations of purchasing policies		2003	20		20	

**Goal:** **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

**Parent Program Strategy:** PURCHASING

**Department:** **FINANCE AND ADMINISTRATIVE SERVICES**

**Service Activity:** Central Purchasing **2571000**

**Service Activity Purpose and Description**

Provide central purchasing services as determined by Public Purchases Ordinance and good business practices to all City Departments, Administration, City Council and public as required. □

Service activities include: Acquisition of goods and services; Vendor registration; Professional/Technical and other written agreement assistance and counsel; Training; Contract compliance monitoring.

**Changes and Key Initiatives**

**Input Measure (\$000's)**

2002	110	110 GENERAL FUND	945
2003	110	110 GENERAL FUND	786
2004	110	110 GENERAL FUND	783
2005	110	110 GENERAL FUND	847
2006	110	110 GENERAL FUND	917

**Strategic Accomplishments**

Improved on-line vendor registration through automatic notification to registered vendors.

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of purchasing transactions via purchasing card program	2001			35,000	
# of purchasing transactions via purchasing card program	2002	40,000			
	2003	40,000			
	2004	40,000			
	2005	100%		100%	The goal was to have 100% of City Departments utilizing the Purchasing Card for small purchase transactions as opposed to using the SPO books. This goal was achieved. Only three departments still utilize the SPO books, but on a very limited basis.

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Department Visits - Contract compliance monitoring	2001			15	
Department Visits - Contract compliance monitoring	2002	24			
	2003	24			
	2004	24			
	2005	24		10	

Department Visits - 2006 24

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
User training sessions	2001			15	
User training sessions	2002	20			
	2003	20			
	2004	20			
	2005	20		27	
	2006	20			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Increase number of products and/or services under contract for citywide use	2003	8			
	2004	8			
	2005	8		15	

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Implement user agency survey for measuring customer satisfaction twice a year.	2006	85 % Customer Satisfactio			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Average cycle-completion for Small Purchases, in days...Goal - 15 Average cycle-completion for of Request for Bids for tangible personal property and non-professional/technical services, in days...Goal - 45 Average cycle-completion for Request for Proposals in days...Goal - 90	2006	15, 45 & 90			

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**Goal:****GOVERNMENTAL EXCELLENCE AND  
EFFECTIVENESS****Parent Program Strategy:** PURCHASING**Department:** ***FINANCE AND ADMINISTRATIVE SERVICES*****Service Activity:** Office Services - Copy & Mail**2573000*****Service Activity Purpose and Description***

To provide timely, fair and accurate centralized mail services, printing services sourcing, and copying and bindery contract management to city departments, administration, and council in order to minimize redundant processes.

Service Activity functions include; Duplication, bindery, and printing outsource management, and centralized mail services.

***Changes and Key Initiatives***

In FY02, began management of outsource copy and bindery services provider. In this, adding more capabilities and contracting a lower expected cost enhanced services delivered. Also began providing all sourcing of City printing requirements through a contracted vendor pool of printers, with expectation of saving the City time and money by sourcing printing through the expert resources of the Office Services personnel, acquiring the best price service providers.

Implemented a new City policy for acquisition of copy equipment in order to control City copy costs and equipment that is connected to City network systems.

For FY03, Office Services will be evaluating and improving where applicable, the services acquired. Office services will also be working to enhance the level of mail service provided, within the availability of resources.

***Input Measure (\$000's)***

2002	110	110 GENERAL FUND	215
2003	110	110 GENERAL FUND	159
2004	110	110 GENERAL FUND	168
2005	110	110 GENERAL FUND	177
2006	110	110 GENERAL FUND	181

***Strategic Accomplishments***

FY02: Successfully completed first full year of enhancement of Copy and Bindery service management of outsource provider. Successfully completed first full year of full printing services through Office Services in-house expertise and several outsource service providers by contract.  
Implemented policy and program for copier equipment acquisition to better control City copy costs and information network system integrity.

FY02: Maintained high level mail integrity and security through the challenges presented from the Anthrax threat following the events from September 11, 2001.

FY02 - Maintained a system for providing City Council Bill services to the Mayors Office and City Council effectively through in-house solutions.

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Implement a survey for measuring customer satisfaction in meeting the needs of the user agencies.	2001				
	2002	NA		TBD	<i>Because of the effects of the 9/11 tragedy to the mail room at that time, and the vacancy of the Office Services Supervisor from December through Year-end because of the hiring freeze, there was not a survey solicited. This quality measure will be performed in FY2003.</i>
Implement a survey for measuring customer satisfaction in the services provided by the outsource vendor in meeting the needs of the user agencies.	2003	NA			
	2004	NA			
	2005	NA			
	2006	NA			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Implement user agency training sessions for services provided to users.	2001			15	
Implement user agency training sessions for services provided to users.	2002	20		TBD	<i>Because of the effects of the 9/11 tragedy to the mail room at that time, and the vacancy of the Office Services Supervisor from December through Year-end because of the hiring freeze, there were no formal trainings performed. Although, many users were trained one-on-one and the program is moving forward progressively.</i>

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Provide high quality, timely document solutions. Through innovative technological advances in state of the art equipment, provide optimal solutions in providing finished, professional documents from printed forms to sophisticated presentations.	2002	see notes		100%	<i>It will be the goal to provide a 92% or better compliance rate.  All requests submitted to Office Services were able to be fulfilled.</i>
Provide high quality, timely document solutions. Implement a survey for measuring customer satisfaction in the services provided by the Office Services Section in meeting the needs of the user agencies in the area of printing and mail services.	2003	NA			

2004	NA
2005	NA
2006	NA

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Reduce City's duplicating costs. The outcome indicator is based on City duplicating cost per copy, in comparison to open market duplicating cost per copy, in the most popular configurations.	2001				<p>B&amp; W 8 2 x 11 .0200 City .0350 Market</p> <p>B&amp;W 8 1/2 x 14 City .0300 Market .0400</p> <p>Color 8 2 x 11 City .46 Market .75 to .90</p> <p>Color 8 2 x14 City .40 Market .90 to 1.25</p>
Through on-demand, full service duplicating and finishing services, at the lowest market cost available which serves City Administration, Council and user agencies exclusively.	2002	see notes			<p>B&amp; W 8 2 x 11 .0200 City .0350 Market</p> <p>B&amp;W 8 1/2 x 14 City .0300 Market .0400</p> <p>Color 8 2 x 11 City .46 Market .75 to .90</p> <p>Color 8 2 x14 City .40 Market .90 to 1.25</p>

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Reduce 1st Class postage costs by pre-sort	2001	tbd		3%	
Reduce 1st Class postage costs by pre-sort	2002	7.5%			<p>Unable to implement at this time due to several factors. 1) 9/11 incident placing intense resource requirements in mail screening; 2) Supervisor promoted to another position and position left frozen for FY02; 3) Supporting intense ID Card program because of 9/11. Section will pursue this output measure for FY03.</p>